

Rental Fact Sheet

What to expect when picking up an order from our warehouse

Please review this list to ensure that you know what to expect when picking up an order from our warehouse.

Please remember to pickup your items on the pickup date listed on your rental agreement. Items can be picked up during our normal office hours, which are Monday through Friday from 9:00 am – 5:00 pm.

What do I need to do to pickup my items?

- 1 Upon arriving at our warehouse, please go inside of our office to check in with the front desk. We will then have one of our staff members come out to assist you.
- 2 Our staff will bring all of your rented items out to your vehicle, however you will be responsible for loading all of the items into your vehicle. You will also be responsible for unloading them when you return the items to our warehouse.
- 3 Please remember to bring straps or rope to secure your rented items. Most damage occurs while the items are in transport, and you are ultimately responsible for all items once they leave our warehouse. All items need to be secured in your vehicle, however we do not provide straps or rope for pickup orders. Our damage waiver does not cover damage to any items other than linens on pickup orders.
- 4 When picking up your items, please inspect and count all of your items to ensure that you receive everything and that everything is in good condition. Our staff will have a pickup slip that you will have to sign before leaving, and once you leave our warehouse, you will be responsible for any damages and/or shortages.

Linens

- 5 All linens will be picked up either folded or hung and will be labeled as to what size the linen is. If you are unsure of what size linens go on which tables, please see our linen sizing guide, which is available on our website.

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⑥ You will also be provided with linen containers for your order. Before returning your linens, please shake all linens to be free of debris, fold them neatly, and place them in the linen containers provided. Please do not place wet linens in containers, as they will mildew and you will be charged the rental plus full replacement cost of the linens. Please return any and all linen containers, as any non-returned containers will be charged at \$25 each to the credit card on file.

Dinnerware

⑦ All plates and glassware will be picked up clean and polished in dinnerware racks. After use, please rinse all items to be free of debris, and place them back face down in the appropriate racks. If dishes are not rinsed, you will be charged a cleaning fee totaling 50% of the rental rate. Any dishes not organized and placed in the appropriate racks will be charged a labor fee totaling 50% of the rental rate.

⑧ All flatware will be delivered in packages of 10 along with containers. After use, please rinse all flatware and place them in the containers, separated by flatware type. Any flatware not rinsed or separated in the containers will be charged a fee of 50% of the rental rate.

After Hours Emergencies

⑨ We have someone on call 24 hours a day, 7 days a week in case of emergencies. For after hours service, please call our office line at 904-576-4098. On the office voicemail, we always leave the name and cell phone number of whomever is on call that day. Please just dial the given phone number and leave a voicemail if no one answers. Someone will call you back within 30 minutes.

PLEASE REMEMBER TO RETURN ALL ITEMS PROMPTLY. IF THE ITEMS ARE NOT RETURNED TO US BY THE DUE DATE LISTED ON YOUR RENTAL AGREEMENT, YOU WILL BE CHARGED THE RENTAL PLUS THE FULL REPLACEMENT VALUE FOR ALL ITEMS.